



Continuing Professional Development Certificate

Code of Ethics: Focus on financially inclusive customer outcomes

Delivered by Rebecca Aston, Professional Standards Manager
Chartered Insurance Institute

Following the publication of the CII's second Code of Ethics Companion Guide, on Financially Inclusive Customer Outcomes, this webinar aims to help members understand and engage with the Companion Guide, and bring the principles of Financially Inclusive Customer Outcomes to life through examples and case studies.

Learning objectives:

- Understand the CII Code of Ethics Companion Guide on Financially Inclusive Customer Outcomes
- Feel confident in applying the principles to real-life scenarios

Total spent: 30 minutes

Matthew Hall
Strategy and Operations Manager
Chartered Insurance Institute

Your participation in this event qualifies as part of your ongoing commitment to continuing professional development should you consider its content relevant to your specific development needs. For more information about your commitment to CPD and our CPD scheme rules please visit www.cii.co.uk